

**From:** Jocelyn.Boyd  
**Sent:** Friday, May 17, 2013 9:23 AM  
**To:** charles.terreni@terrenilaw.com; selliot@elliottlaw.us; John M. S. Hoefer (jhoefer@willoughbyhoefer.com); Hipp, Dawn  
**Cc:** Deborah.Easterling; Tricia.DeSanty; Daphne.Duke  
**Subject:** FW: Tega Cay Water Service email sent 05/07/13

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**From:** Elizabeth Walles [mailto:elizabeth\_walles@hotmail.com]  
**Sent:** Friday, May 17, 2013 1:33 AM  
**To:** Tom G. Oakley  
**Cc:** kelly@expresswelcome.com; joje@comporium.net; RJ1311@aol.com; kelkmac1@gmail.com; Linda Stevenson; kunzmann@comporium.net; Rick Durham; Morgan, Willie; Jocelyn.Boyd; cfunderburk@tegacaysc.gov; Campbell, Chad; Hipp, Dawn; georgesheppard@comporium.net  
**Subject:** RE: Tega Cay Water Service email sent 05/07/13

Hello Mr. Oakley,

Thank you for your email. I address your points the best I can below.

**My role on the Tega Cay Water Citizen Advisory Council (TCWCAC):** I am a member and devote as much of my personal time to it as I reasonably can. Whereas this is your job, we TCWCAC members have to fit this in between our jobs, studies, families, travels, funerals, trips to the emergency room for popsicle sticks lodged in our pre-schooler's cheek, and hobbies (though sewage, regrettably, has been one of my main hobbies the past few years thanks to TCWS). I volunteer to set up this meeting and coordinate with you at least in the near term. Other TCWCAC members will communicate directly with you to the extent that they have something to tell you. For example, Ms. Stevenson and Ms. Church responded to the updates that you sent to Tega Cay residents, along with many other residents. Ms. Macaluso responded to your request for information on where the TCWS contractors had left the cover off the manhole (that you asked me to forward to TCWCAC members).

**Not-good history of interaction between our group and TCWS:** I paste in below my notes from the first meeting I ever attended with TCWS on 11/29/10. Please note my initial characterization of Mr. Patrick Flynn – this was at the FIRST meeting where DHEC was facilitating the creation of the TCWCAC, so this is where my history with TCWS begins. (I note other members had interacted with TCWS for many years beforehand though.)

**11/29/10 Meeting Participants:**

- Tega Cay citizens (5)
- SC DHEC (3)
- Utilities Inc., Tega Cay Water Service (2): Mr. Flynn; Mike Davis
- Catawba Riverkeeper Foundation (1): David Merryman, RiverKeeper

**Topics:** Sewer and water

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**My Observations:** *The meeting purpose originally was initially unclear, as citizens voiced their multiple concerns and asked questions about Tega Cay Water Service practices and policies. Mr. Flynn generally was unresponsive and cold to citizen questions and comments, often answering with one-word answers or stares, or referring the questions to DHEC. Eventually it became clear that the meeting purpose was for DHEC to facilitate the creation of a Citizens Advisory Group to promote communication between Tega Cay Water Service and Tega Cay Residents. (I'd guess that Tega Cay Water Service was forced to attend this meeting as a term for its service contract to be renewed.)*

**Citizen Requests Articulated during the Meeting**

1. *Utilities Inc. works to have more responsive/polite customer service (e.g., not cutting off the call; having knowledge)*
2. *Utilities Inc. presents a plan to show how they will address spills within one hour to minimize the impact of sewage spills*
3. *Utilities Inc. clarifies how it ensures lift stations are functioning (for example, daily in-person checks of a lift station sounds inefficient; does it do this for only the one lift or for all; is there something more they should be doing?) to minimize sewage spills*
4. *Utilities Inc. adheres to phosphorous requirements each month*
5. *Utilities Inc. cleans up the appearance of the wastewater plants*
6. *Utilities Inc. considers removal of pump houses at cul de sacs on the streets*

FYI at this point, I knew very little about TCWS except these facts, but these were enough to draw me to this meeting and join this group:

1. In March 2009, there was a sewage spill in my cove into Lake Wylie that that I and several neighbors desperately called TCWS about, multiple times, but TCWS did not show up for five hours.
2. The Catawba Riverkeeper Foundation reported that TCWS wastewater treatment plants exceeded their total phosphorous limits virtually every month since at least January 2007, though July/August 2010, even after TCWS upgraded the plant in May 2010.
3. The Catawba Riverkeeper Foundation highlighted that TCWS did not complete wastewater treatment plant upgrades until 2010, though DHEC mandated in 2006 that they be completed by 2008.

I reiterate Mayor Sheppard's point below that he did not host TCWS but rather the city did the utility a favor by offering them space in which to meet with residents. Also, the TCWCAC did not stage a pre-planned walkout.

**Meeting Planning:** A small group sounds appropriate. As it is now after 1am and my children arise at 6am I will have to focus on content and structure another day.

Thank you for your consideration.

Sincerely yours,  
Elizabeth Duda

[Elizabeth\\_Walles@hotmail.com](mailto:Elizabeth_Walles@hotmail.com)

> From: [georgesheppard@comporium.net](mailto:georgesheppard@comporium.net)  
> Subject: RE: Tega Cay Water Service email sent 05/07/13

> To: [TGOakley@uiwater.com](mailto:TGOakley@uiwater.com); [elizabeth\\_walles@hotmail.com](mailto:elizabeth_walles@hotmail.com)

> CC: [kelly@expresswelcome.com](mailto:kelly@expresswelcome.com); [joie@comporium.net](mailto:joie@comporium.net); [rj1311@aol.com](mailto:rj1311@aol.com); [kelkmac1@gmail.com](mailto:kelkmac1@gmail.com); [lks@comporium.net](mailto:lks@comporium.net); [kunzmann@comporium.net](mailto:kunzmann@comporium.net); [RJDurham@uiwater.com](mailto:RJDurham@uiwater.com); [wmorgan@regstaff.sc.gov](mailto:wmorgan@regstaff.sc.gov); [jocelyn.boyd@psc.sc.gov](mailto:jocelyn.boyd@psc.sc.gov); [cfunderburk@tegacaysc.gov](mailto:cfunderburk@tegacaysc.gov); [ccampbe@regstaff.sc.gov](mailto:ccampbe@regstaff.sc.gov); [dhipp@regstaff.sc.gov](mailto:dhipp@regstaff.sc.gov)

> Date: Wed, 15 May 2013 20:40:15 -0400

>

> Tom:

>

> I have read these email's for the past few weeks and have read inaccuracies over and over again and I have not corrected them but this one I cannot leave. I did NOT host any meeting with TCWS in September. The meeting you are discussing was called by UI/TCWS at their request to explain why they felt they needed/deserved a rate increase. I was NOT nor was the City the host of this meeting we just provided the Community Center to have the meeting. Please, I, implore you to be more accurate in your responses.

>

> George Sheppard

> Mayor City of Tega Cay, SC

> 803-493-6982

> "Email correspondence along with any related attachments to and from this address may be subject to the South Carolina Freedom of Information Act and may be disclosed to third parties in accordance with applicable law."

>

>

> ---- Original message ----

> >Date: Wed, 15 May 2013 22:07:38 +0000

> >From: "Tom G. Oakley" <[TGOakley@uiwater.com](mailto:TGOakley@uiwater.com)>

> >Subject: RE: Tega Cay Water Service email sent 05/07/13

> >To: Elizabeth Wallles <[elizabeth\\_walles@hotmail.com](mailto:elizabeth_walles@hotmail.com)>

> >Cc: "[kelly@expresswelcome.com](mailto:kelly@expresswelcome.com)" <[kelly@expresswelcome.com](mailto:kelly@expresswelcome.com)>, "[joie@comporium.net](mailto:joie@comporium.net)" <[joie@comporium.net](mailto:joie@comporium.net)>, "[RJ1311@aol.com](mailto:RJ1311@aol.com)" <[rj1311@aol.com](mailto:rj1311@aol.com)>, "[kelkmac1@gmail.com](mailto:kelkmac1@gmail.com)" <[kelkmac1@gmail.com](mailto:kelkmac1@gmail.com)>, Linda Stevenson <[lks@comporium.net](mailto:lks@comporium.net)>, "[kunzmann@comporium.net](mailto:kunzmann@comporium.net)" <[kunzmann@comporium.net](mailto:kunzmann@comporium.net)>, Rick Durham <[RJDurham@uiwater.com](mailto:RJDurham@uiwater.com)>, "[wmorgan@regstaff.sc.gov](mailto:wmorgan@regstaff.sc.gov)" <[wmorgan@regstaff.sc.gov](mailto:wmorgan@regstaff.sc.gov)>, "[jocelyn.boyd@psc.sc.gov](mailto:jocelyn.boyd@psc.sc.gov)" <[jocelyn.boyd@psc.sc.gov](mailto:jocelyn.boyd@psc.sc.gov)>, "[cfunderburk@tegacaysc.gov](mailto:cfunderburk@tegacaysc.gov)" <[cfunderburk@tegacaysc.gov](mailto:cfunderburk@tegacaysc.gov)>, "[ccampbe@regstaff.sc.gov](mailto:ccampbe@regstaff.sc.gov)" <[ccampbe@regstaff.sc.gov](mailto:ccampbe@regstaff.sc.gov)>, "[georgeshppard@comporium.net](mailto:georgeshppard@comporium.net)" <[georgeshppard@comporium.net](mailto:georgeshppard@comporium.net)>, "Hipp, Dawn" <[dhipp@regstaff.sc.gov](mailto:dhipp@regstaff.sc.gov)>

> >

> >

> >

> > Ms. Duda,

> >

> >

> >

> > Unfortunately, we are not available to meet on

> > Friday. I will propose a set of alternate dates by

> > early next week when I have some options for you. I

> > want Rick and I to be able to give you an overview

> > of results we have and as you're aware, we have some

> > important work going on this week and likely into  
> > next.  
> >  
> >  
> >  
> > For clarification, we don't have a 'publicity',  
> > marketing or media department. Although I have  
> > been handling 'public relations' type issues, I  
> > actually am a generalist on the CEO's staff and am  
> > asked to get involved on important issues that the  
> > CEO wants personally followed and resolved. Since  
> > we will be working together, could you please advise  
> > as to your role on the Council? After receiving  
> > your note that you would be my contact, I have  
> > received direct requests from others in your group  
> > or at least associated with it (e.g., from Ms.  
> > Church, Ms. Macaluso and Ms. Stevenson). If you  
> > could provide clarification on roles, that would be  
> > very appreciated.  
> >  
> >  
> >  
> > The final point I'd like to raise is related to the  
> > nature of the meeting we both seem to be  
> > supporting. The history of the interaction between  
> > your group and our company is not good. I can  
> > absolutely understand why you are frustrated. I am  
> > a bit a frustrated too however. While I was not  
> > directly involved, I am aware of the meeting last  
> > September which was hosted by Mayor Sheppard in  
> > which the Advisory Group staged a pre-planned  
> > 'walkout'. As you can no doubt imagine, I have  
> > received some downright abusive responses to my  
> > updates referencing my personal integrity and I have  
> > seen and heard news reports inferring that we are  
> > lying. I want to be clear -  
> >  
> >  
> >  
> > 1) We are deeply sorry for the situation in  
> > Tega Cay.  
> >  
> > 2) We have been working very hard to resolve  
> > the issues there (long before the recent weeks) and  
> > have the records to show that.  
> >  
> > 3) We know that the methods we have been using  
> > are sound (as confirmed by DHEC and your town).

>>  
>> 4) At no time has anyone at our company, to our  
>> knowledge, lied. To the extent any information has  
>> been inaccurate (due to whatever reason) we will  
>> correct it.  
>>  
>> 5) We will resolve this issue.  
>>  
>>  
>>  
>> My original thinking about a meeting was that it  
>> would be a small group, informal discussion with  
>> just Rick and me, the Mayor and a few members of  
>> your group. I still think that makes sense as a  
>> starting point for dialogue. I think that a large  
>> open forum type meeting could simply devolve into  
>> something non-productive. Should the smaller session  
>> go well, as I hope, we could work together toward a  
>> larger group meeting for information sharing.  
>>  
>>  
>>  
>> Let me know your thoughts on the content and  
>> structure of the meeting and I'll provide some dates  
>> that work for us so we can accommodate your  
>> calendars. I know that Mayor Sheppard is  
>> considering ways to make this a productive meeting  
>> as well and we can all put our heads together next  
>> week.  
>>  
>>  
>>  
>> Regards,  
>>  
>>  
>>  
>> Tom  
>>  
>>  
>>  
>>  
>>  
>> From: Elizabeth Walles  
>> [[mailto:elizabeth\\_walles@hotmail.com](mailto:elizabeth_walles@hotmail.com)]  
>> Sent: Monday, May 13, 2013 3:06 PM  
>> To: Tom G. Oakley  
>> Cc: [kelly@expresswelcome.com](mailto:kelly@expresswelcome.com); [joie@comporium.net](mailto:joie@comporium.net);  
>> [RJ1311@aol.com](mailto:RJ1311@aol.com); [kelkmac1@gmail.com](mailto:kelkmac1@gmail.com); Linda Stevenson;

> > [kunzmann@comporium.net](mailto:kunzmann@comporium.net); Rick Durham;  
> > [wmorgan@regstaff.sc.gov](mailto:wmorgan@regstaff.sc.gov); [jocelyn.boyd@psc.sc.gov](mailto:jocelyn.boyd@psc.sc.gov);  
> > [cfunderburk@tegacaysc.gov](mailto:cfunderburk@tegacaysc.gov); [ccampbe@regstaff.sc.gov](mailto:ccampbe@regstaff.sc.gov)  
> > Subject: RE: Tega Cay Water Service email sent  
> > 05/07/13  
> >  
> >  
> >  
> > Hello Mr. Oakley,  
> >  
> >  
> >  
> > Thank you for your response. In fact the TCWCAC was  
> > aware that a Utilities, Inc., public relations  
> > employee offered to meet with us. However, it was  
> > unclear that meeting with someone from the firm's  
> > publicity area would be productive given that our  
> > previous meetings with TCWS over the years have not  
> > yet addressed our ongoing concerns with TCWS'  
> > environmental and service record.  
> >  
> >  
> >  
> > Nonetheless, we respect your offer to meet. We  
> > propose Friday, May 17 for one hour between 9am and  
> > 2:30pm. If this works for you, I will request space  
> > at the Glennon Center. If this does not, please  
> > propose an alternate date.  
> >  
> >  
> >  
> > We are particularly interested in: your timeline to  
> > repair the sewage system and how you intend to  
> > prevent further SSOs from entering Lake Wylie and  
> > the Tega Cay stormwater system; your target SSO  
> > level; why your previous action plan to repair the  
> > sewage system did not work; your plans to improve  
> > maintenance and customer service.  
> >  
> >  
> >  
> > Thank you for your consideration.  
> >  
> > Elizabeth Duda  
> > home: 803.547.9539  
> >  
> >  
> >

> > PS - I will be your point of contact for the TCWCAC  
> > for at least the near term.  
> >  
> >  
> >  
> > Tega Cay Water Citizen Advisory Council Mission: As  
> > Tega Cay residents, we come together for a more  
> > powerful voice to demand efficient, higher quality  
> > wastewater and water service under TCWS with less  
> > offensive aesthetics, odors and environmental  
> > impact. In doing so, we benefit all of Tega Cay's  
> > health and safety, quality of life and property  
> > values  
> >  
> > Elizabeth Walles@hotmail.com  
> >  
> >  
> >  
> > -----  
> >  
> > From: TGOakley@uiwater.com  
> > To: elizabeth walles@hotmail.com  
> > CC: kelly@expresswelcome.com;  
> > wmorgan@regstaff.sc.gov; jocelyn.boyd@psc.sc.gov;  
> > cfunderburk@tegacaysc.gov; ccampbe@regstaff.sc.gov;  
> > joie@comporium.net; rj1311@aol.com;  
> > kelkmac1@gmail.com; lks@comporium.net;  
> > kunzmann@comporium.net; RJDurham@uiwater.com  
> > Subject: RE: Tega Cay Water Service email sent  
> > 05/07/13  
> > Date: Sat, 11 May 2013 18:58:42 +0000  
> >  
> > Ms. Duda,  
> >  
> >  
> >  
> > My first suggestion of a meeting between me, the  
> > Mayor and Ms. Stevenson took place in the first week  
> > of March. After initially indicating that he would  
> > approach her about the idea and work toward a  
> > meeting date, Mayor Sheppard backed off, expressing  
> > concerns about how it might go. Given the reception  
> > some of my colleagues received the last time we  
> > tried to have an informational meeting and  
> > discussion (the organized 'walk out'), I certainly  
> > understood his position.  
> >  
> >

> >  
> > I persisted however, assuring him that I had 'thick  
> > skin' and that I was certain that if everyone came  
> > to the table with an open mind, progress could be  
> > made. The meeting was never arranged, however.  
> >  
> >  
> >  
> > We felt strongly that direct communication with  
> > residents was necessary and appropriate, and that  
> > view became even more important in light of the  
> > recent problems. For that reason, we have reached  
> > out to the entire community and I have been open and  
> > honest about what is happening in the updates we are  
> > providing.  
> >  
> >  
> >  
> > When I received a request on Thursday about a  
> > potential meeting, I responded quickly that Rick and  
> > I would welcome that. I phoned back on Friday  
> > morning to discuss arrangements and left a voicemail  
> > to that effect. I'm still waiting for a response.  
> >  
> >  
> >  
> > I do think a smallish group, non-emotional,  
> > discussion could be very productive. I view it as  
> > an opportunity to develop some dialogue that has  
> > been absent to date. Would likely be good for all  
> > involved as long as we can take some of the 'heat'  
> > out of the conversation and really try to figure out  
> > what a solution looks like.  
> >  
> >  
> >  
> > I need your help though to make this happen. I  
> > don't want to ruffle any feathers by not going  
> > through 'proper channels' with your group. So who  
> > should be our primary point of contact?  
> >  
> >  
> >  
> > I hope you agree that a discussion could be a good  
> > thing. I'd like to make it happen.  
> >  
> >  
> >



> > Please let me know.

> >

> >

> >

> > Tom

> >

> >

> >

> >

> >

> > From: Elizabeth Walles

> > [[mailto:elizabeth\\_walles@hotmail.com](mailto:elizabeth_walles@hotmail.com)]

> > Sent: Friday, May 10, 2013 8:55 PM

> > To: Tom G. Oakley

> > Cc: [kelly@expresswelcome.com](mailto:kelly@expresswelcome.com);

> > [wmorgan@regstaff.sc.gov](mailto:wmorgan@regstaff.sc.gov); [jocelyn.boyd@psc.sc.gov](mailto:jocelyn.boyd@psc.sc.gov);

> > [cfunderburk@tegacaysc.gov](mailto:cfunderburk@tegacaysc.gov); [ccampbe@regstaff.sc.gov](mailto:ccampbe@regstaff.sc.gov);

> > [joje@comporium.net](mailto:joje@comporium.net); [rj1311@aol.com](mailto:rj1311@aol.com);

> > [kelkmac1@gmail.com](mailto:kelkmac1@gmail.com); [lks@comporium.net](mailto:lks@comporium.net);

> > [kunzmann@comporium.net](mailto:kunzmann@comporium.net); Rick Durham

> > Subject: RE: Tega Cay Water Service email sent

> > 05/07/13

> >

> >

> >

> > Hello Mr. Oakley,

> >

> > Would you please clarify with whom you have been

> > trying to arrange a meeting for nearly two months

> > now? As far as I can tell, this email chain is the

> > first contact that the Tega Cay Water Citizens

> > Advisory Council (TCWCAC) has had with you.

> >

> > Thank you for your consideration.

> >

> > Sincerely yours,

> > Elizabeth Duda

> > TCWCAC

> >

> > -----

> >

> > From: [TGOakley@uiwater.com](mailto:TGOakley@uiwater.com)

> > To: [palmettogroupconsultants@gmail.com](mailto:palmettogroupconsultants@gmail.com)

> > CC: [kelly@expresswelcome.com](mailto:kelly@expresswelcome.com);

> > [wmorgan@regstaff.sc.gov](mailto:wmorgan@regstaff.sc.gov); [Jocelyn.Boyd@psc.sc.gov](mailto:Jocelyn.Boyd@psc.sc.gov);

> > [CFunderburk@tegacaysc.gov](mailto:CFunderburk@tegacaysc.gov); [ccampbe@regstaff.sc.gov](mailto:ccampbe@regstaff.sc.gov);

> > [joje@comporium.net](mailto:joje@comporium.net); [rj1311@aol.com](mailto:rj1311@aol.com);

> > [kelkmac1@gmail.com](mailto:kelkmac1@gmail.com); [lks@comporium.net](mailto:lks@comporium.net);

> > [elizabeth\\_walles@hotmail.com](mailto:elizabeth_walles@hotmail.com);  
> > [kunzmann@comporium.net](mailto:kunzmann@comporium.net); [RJDurham@uiwater.com](mailto:RJDurham@uiwater.com);  
> > [dhipp@regstaff.sc.gov](mailto:dhipp@regstaff.sc.gov)  
> > Subject: RE: Tega Cay Water Service email sent  
> > 05/07/13  
> > Date: Thu, 9 May 2013 02:56:02 +0000  
> >  
> > Greg,  
> >  
> >  
> >  
> > I really appreciate you reaching out and I agree  
> > with you completely. In fact, I have been trying to  
> > arrange just such a meeting for nearly two months  
> > now.  
> >  
> >  
> >  
> > Rick and I welcome the opportunity to sit down with  
> > you and see if we can't find a way to facilitate a  
> > relationship and communication that would be  
> > beneficial to everyone involved. I honestly believe  
> > it is possible and necessary to have some productive  
> > dialogue that is free of the rhetoric and emotion  
> > that gets in the way of mutual understanding.  
> >  
> >  
> >  
> > Please let me know some potential dates and we will  
> > do everything we can to make it happen.  
> >  
> >  
> >  
> > Again, thanks to you and the citizen board!  
> >  
> >  
> >  
> > Best,  
> >  
> >  
> >  
> > Tom  
> >  
> >  
> >  
> >  
> >  
> >

>>  
>> From: Greg Rogers  
>> [mailto:[palmettogroupconsultants@gmail.com](mailto:palmettogroupconsultants@gmail.com)]  
>> Sent: Wednesday, May 08, 2013 3:28 PM  
>> To: Tom G. Oakley  
>> Cc: Kelly Macaluso; [wmorgan@regstaff.sc.gov](mailto:wmorgan@regstaff.sc.gov);  
>> [Jocelyn.Boyd@psc.sc.gov](mailto:Jocelyn.Boyd@psc.sc.gov); [CFunderburk@tegacaysc.gov](mailto:CFunderburk@tegacaysc.gov);  
>> [ccampbe@regstaff.sc.gov](mailto:ccampbe@regstaff.sc.gov); Jolene; Joyce; Kelly;  
>> Linda; Liz; Steve  
>> Subject: Re: Tega Cay Water Service email sent  
>> 05/07/13  
>>  
>>  
>>  
>> Tom,  
>>  
>> I appreciate your willingness to connect and feel an  
>> in person meeting with yourself and Mr Durham would  
>> best facilitate the growth of our relationship.  
>>  
>> I would propose an informal meeting with our citizen  
>> board and said individuals of UI to discuss proper  
>> avenues with our group, moving forward. The beauty  
>> of an organic group such as ours is that it operates  
>> with no boundaries or limitations. This can allow  
>> for streamlined communication on all fronts. Should  
>> we build a positive relationship this group could be  
>> your biggest cheerleader. I hope my opinion has been  
>> of help and that the others members of the group  
>> share my sentiment that we all want to see the  
>> proper service at a fair market price afforded to  
>> our neighbors in Tega Cay. I appreciate your  
>> consideration on this matter and look forward to  
>> hearing back from you.  
>>  
>> Sincerely,  
>>  
>> Greg Rogers  
>>  
>> Sent from my iPhone  
>>  
>>  
>